
2020

President's Year-End Review

Continuous Progress
Toward Institutional Goals

Dr. Jay Allen
President



Submitted to the
Board of Trustees
July 13, 2020

ITAWAMBA
C O M M U N I T Y C O L L E G E

Itawamba Community College

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President's Accomplishments Summary

In the August 2019 convocation message, I presented to the ICC faculty and staff my desire for all of us to be willing to fail on the path to greatness, which would enable us to reach our full potential as a College. Now, nearly a year later and following an unprecedented spring semester, I think that message is as current and vital as it was that day.

Over the past year, I have continued to cultivate relationships, both internally and externally, through visits with groups, individuals and industries; service on boards; attendance at various councils, committees and community events; and invitations for speaking engagements across the state. With a focus on the College, I continued to make a significant effort to appear at countless College events and activities as an effort to show my support for our students, faculty and staff. This included athletics, musical and theatrical performances, honors and awards and other student activities. I specifically focused on the impact that a sense of appreciation and inclusion makes on our students through events at the President's home. Spring brought a new set of obstacles with the pandemic that began consuming the world as a whole. Locally, difficult decisions had to be made for the health and safety of our students, employees and the communities we serve. Our transition to distance learning was primarily seamless because of our nationally-recognized eLearning Department. During all of this, the Legislature adjusted its schedule, but proceeded with the 2020 session, which focused heavily on Workforce Development. For this reason and my role as chair of the Mississippi Association of Community Colleges Workforce Education Committee, I spent countless hours in Jackson working for both the betterment of ICC and the association as well as all individuals who are contributing to the state's economy.

The following pages in the President's Year-End Review highlight the results of each division's impact on the College. Some of the efforts include a complete rebranding of the College featuring a new logo, additional student engagement opportunities through Student Activities, the expansion of pathways and programs through Workforce, additional recruiting efforts, entrepreneurial initiatives and continued community outreach and fundraising. We continue to reach our potential while building on the foundation in which so many have invested at the institution since 1948. The remainder of this report categorizes, by division, the planning efforts and employee results that demonstrate progress on the College's Strategic Initiatives and Institutional Goals for FY 2020.

Accomplishment Highlights By Division

ALUMNI AFFAIRS AND FOUNDATION – Michael Upton, Director

- Total funds raised – **\$397,558.40** – **28%** annual increase.
- Endowment funds raised – **\$216,252.84** – **62%** annual increase.
- Total endowment value on 1/31/2020 – **\$9,245,432.05** – **13%** annual increase.
- **377** donors – **7%** annual increase.
- New endowments established.
 - **Janis Howell** Award Endowment
 - **Martin Hugh Kyle** Endowment
 - **Jennie Witt Mounce** Adult Continuing Education Endowed Scholarship
 - **John Lacy Wyatt** Endowment
 - **Wyatt** Baseball Endowment
- Awarded **85** scholarships for Fall 2019 and Spring 2020 semesters.
- New annual scholarships awarded in Fall 2019.
 - **Dr. Billy Collum** Memorial Annual Nursing Scholarship
 - **J.E. Staub** Memorial Annual Scholarship
- Spring 2019 – conducted Annual Fund Drive (in place of former bluegrass concert) that raised almost **\$50,000**.

Alumni

- Increased benefits for members of the Alumni Association.
- Partnered with President's office and Community Relations on the President's Tailgate and Homecoming.

Alumni Association Officers and Directors 2019-2020

President – Mrs. Karen McFerrin , Mantachie

President-elect – Mr. Chuck Howell , Pontotoc

Secretary/Treasurer – Ms. Donna Thomas, ICC

Immediate Past President – Mrs. Melba Applewhite, Amory

Chickasaw County

Mrs. Stacy Chapman, Houston

Mr. John Lee Lyles, Houston

Monroe County

Mr. Bunky Goza, Caledonia

Mr. Thomas Griffith, Amory

Itawamba County

Mr. Joey Cox, Fulton

Mr. Dan McCrimon, Fulton

Out of District

Mr. Jeff Cagle, New Albany

Mr. Bobby Griffin, Booneville

Lee County

Ms. Tammy Harrington, Tupelo

Permanent Committee

Mrs. Monica Aldridge, Tupelo

Ms. Melba Aron, Houlka

Mr. Richard Davis, Fulton

Mr. Robert Goza, Houston

Ms. Norma Kilgore, Houston

Mr. Noel McWhirter, Pontotoc

Rep. Bill Miles, Fulton

Mr. Bobby Mooneyham, Houston

Dr. Amanda Summers, Mantachie

Mr. Gary Walker, Tupelo

ICC Foundation, Inc. Board of Directors 2019-2020

President – Mr. Ernest Joyner, Tupelo

Vice President – Mr. Jerry Robbins, Pontotoc

Secretary – Mr. Jim Ingram, ICC

Treasurer – Mrs. Sandi South, ICC

Immediate Past President – Mr. Ronnie Boozer, Aberdeen

Dr. Jay Allen, ICC

Mr. Donald Baker, Amory

Mr. Mark Burleson, Tupelo

Mr. Chuck Carson, West Point

Mr. Johnny Crane, Fulton

Dr. Jason Digby, Fulton

Mr. Hassell Franklin, Houston

Ms. Teresa Hooker, Thaxton

Mr. Chuck Howell, Pontotoc

Mr. Paul “Buzzy” Mize, Tupelo

Mr. Buddy Montgomery, Pontotoc

Mr. Jim Mounce, Tupelo

Mr. Rayburn Parks, Houston

Mr. Aubrey Patterson, Tupelo

Ms. Julie Randle, Amory

Mr. Jerry A. Reese, Amory

COMMUNITY RELATIONS – Nina Strother, Director

The Community Relations team sent **450+** press releases for the College and **150+** for athletics, **3,500+** graphics, **75+** marketing campaigns, three mass-distributed publications, **100+** videos, **100+** radio commercials and broadcasts, **30+** event/game scripts and **10+** community and college events. In addition, more than **750+** materials were proofread through the department and **50+** athletic events and College events were live streamed. Members of the department created all of the content, campaigns, sponsored ad posts and managed the pages of **11** official ICC social media pages including the @LetsGoICC and @ItawambaCC Snapchat, Facebook, Twitter, Instagram, YouTube and LinkedIn pages. The staff oversaw the proofreading, content creation and management of the College's two official websites, **iccms.edu** and **letsgoicc.com**. In addition, the department now includes four student organizations: the LIN Report, under the direction of Maggie Caldwell, which is a student-led social media news segment that provides weekly reports, social media interviews and coverage of College events; the *Chieftain*, supervised by Donna Thomas, including **eight** staff members who produce **seven** online editions, as well as a summer issue; the Social Media Ambassadors, a hands on approach to share a taste of student life at ICC by enabling the members to make regular posts; and the *Mirror*, (yearbook), supervised by C. J. Adams, consisted of **10** staff members and produced a **152**-page historic publication for the College.

- New visual identity created for the College.
- Commercial aired for the first time on television in more than half of a decade.
- Best Start Here campaign reinstated.
- Social media efforts expanded with following and engagement increases.
- Mobile and Web applications updated.
- Canva introduced as free resource for internal communication development.
- New video system and equipment upgrades 4k video.

Community Relations Achievements and Initiatives

- ICC won first place in **7 out of 29** categories in which entries were submitted, which was the most first-place award finishes among all of the community colleges in the state by almost double. This was the **second** year in a row.
- Grand CPRAM Award (Best Overall).
- **Maggie Caldwell** in single piece of artwork – non-sports for “Backyard Astronomy.”
- **First place** awards include:
 - **Donna Thomas** in news story for “Women’s Foundation of Mississippi awards \$30,000 grant to ICC.”

- **Amy Brown, Maggie Caldwell** and **Nina Strother** in advertisements for “Itawamba Community College Above the Bar.”
- **Maggie Caldwell** for single piece of artwork – non-sports for “Backyard Astronomy.”
- **Lee Adams, Maggie Caldwell** and **Raphael Henry** in television spots (60 seconds or less) for “Ignite YOUR Potential.”
- **Lee Adams, Adam Gore** and **Raphael Henry** in radio spots (60 seconds or less) for “ICC Potential.”
- **Adam Gore, Jim Ingram** and **Raphael Henry** in television programs (any length) for “ICC Football vs. Northeast.”
- **Adam Gore** and work studies **Madison Haley** and **Josi Hill** for radio programs (any length) for “ICC Sports Update for ESPN Radio.”
- **Second place** awards include:
 - **Nina Strother, Donna Thomas** and **Adam Gore** in special publications for “The Connection Magazine.”
 - **Lee Adams** in single piece of artwork-sports for “Football Schedule Poster.”
 - **Lee Adams** in sports photograph for “Back Handed”.
 - **Adam Gore, Raphael Henry** and **Lee Adams** in television programs (any length) for “Live with the Tribe.”
 - **Adam Gore, Raphael Henry** and **Jim Ingram** in radio programs (any length) for “ICC Football vs. Northeast.”
 - **Amy Brown, Maggie Caldwell** and **Nina Strother** in public relations campaign for “All-American Band Audition Posters.”
- **Third place** awards include:
 - **C.J. Adams** in photograph for “Flair.”
 - **Lee Adams** in sports photography for “Stiff Armed.”
 - **Lee Adams** in sports media guide for “2018-2019 ICC Sports Guide.”
 - **Adam Gore, Nina Strother** and work study **Madison Haley** in radio spots (60 seconds or less) for “Spring Registration.”
 - **Maggie Caldwell** in public relations campaign for “Anytime. Anywhere.”
- 2019 Mississippi Community College Yearbook Competition
 - The Mirror won **third place** overall among all Mississippi community colleges.
 - The yearbooks were judged in six categories including cover, theme/concept, design, copy and photography. The cover won **third place**; theme, **third place**; coverage, **fifth place**; design, **second place**; copy, **sixth place**; and photography, **second place**.

- The Mississippi Press Association (Better Newspaper Contest – community college division)
 - **Six** awards presented by the Mississippi Press Association (Better Newspaper Contest – community college division), including Best Sports Column, **first place, Madison Haley**; Best General Interest Column, **third place, Arden Spearman**; Best Feature Story, **second place, Katherine Morgan**; Editorials, **second place, Roderick Edwards** and **Donna Thomas**; and Best Design, **first place, Donna Thomas**.
- Personnel Awards
 - **Adam Gore** was a finalist for the Northeast Mississippi Daily Journal's Top 40 Under 40 awards.
 - **Maggie Caldwell** received the College's Meritorious Award.

LiveStream

- LetsGoICCCTV.com attracted **115,779** views, quadrupling its reach of **35,000** from last year.

LetsGoICC Social Media Pages

- Twitter followers have increased by almost **2,000** new followers from 9961 to **11,900** followers and earned more than **6.83 million** impressions.
- Facebook followers increased from 4,192 to **4,487** total followers.
- Instagram followers increased from 4,487 to **4,779** followers.
- YouTube has **1.07k** followers and received **3.74 million** views from mid-June 2019 to March 1, 2020.

Itawamba Community College Social Media Pages

- Twitter followers increased from 5,680 followers to **6,138**. Twitter had **602,800 impressions** from March 1, 2019 to March 1, 2020.
- Facebook followers increased by almost **1,500**, from 10,135 followers to 11,631 on March 1, 2020.
- Instagram has increased to **7,745 followers**.
- The LinkedIn page ownership was regained by the College and boasts **6,157 followers**.
- The ItawambaCC YouTube page was created this year and currently has **126 subscribers**.

Media Relations and Sports Information – Adam Gore, Director

- **Adam Gore** moved all sports broadcasts from a 6k watt station to Tupelo's SuperTalk 50k radio station expanding our reach.

- **Adam Gore** started the ICC Hour radio show, which airs each Tuesday at 9 a.m. on 101.9 FM. The show is also shared on the @ItawambaCC YouTube page.

ECONOMIC and COMMUNITY SERVICES – Dr. Joe Lowder, Dean

The Division of Economic and Community Services continues to grow and innovate. During the past year, there has been a continuation of important grants along with improvements and refinements of programs and pathways to better serve students and our communities.

- The Division of Economic and Community Services' (DECS) overall impact cumulatively provided direct instruction to **3,448 individuals**. This includes **40,228 hours** of direct instruction. Throughout the division's programs and facilities, DECS **served 51,330 people and 168 companies**. Lastly, the division received **\$4,140,797 in recurring and new grant money** in 2019-20.

Adult Education – Julia Houston, Director

- Grew this year by focusing on new classroom strategies and forming new partnerships. This includes Lee County Youth Court, Vocational Rehabilitation Ability Works and LifeCore. Approximately **30 at-risk students** were served with educational and work readiness services from these new partnerships. Growth in Itawamba County skyrocketed by **372 percent with over 52 students** served this year! These new partnerships show a **51 percent increase** in total instructional hours provided, which has increased to 24,400 hours total and a **5 percent increase** to Educational Functional Level gains, which is **up to 41 percent**. This outstanding performance led to a **\$51,631 increase** in the Dropout Recovery Funds awarded to Itawamba Community College, second highest in the state.

Continuing Education and Community Services – Debi Martin, Director

- Completed a reorganization to streamline operations to better serve our customers. This was accomplished by adding the new position of Pathway Coordinator to oversee short-term workforce training. A new physical space was renovated into the new one stop enrollment hub for Belden, which co-locates staff from Short-term Workforce Pathways, Continuing Education and an Academic Credit Recruiter/Counselor. Overall, ICC Workforce training supported **2,646 workforce classes** in FY19, an **increase of 46 percent** over last year

Conference Center

During the past 12 months, more than **190 events**, meetings, classes, conferences, commencement ceremonies, job fairs, state and area school competitions and other community events were at the ICC Belden Conference Center, with more than **8,000 people** in attendance.

- Revenue generated was **\$58,097.31** This amount is comprised of **\$38,259** for room rental fees and **\$19,838.31** for the cost/share quarterly billing with our WIN Center partners MDES, MDHS and MRHS. **\$41,716** in revenue was generated by catering services provided to groups using the ICC Belden Center.

Workforce Training – Tzer Nan Waters, Director

- Collaborated with Toyota Manufacturing Mississippi in the Create Your Future Internship program by providing the Manufacturing Skills Basic Certificate (MSBC) program to the area high school seniors exposing a younger generation to careers in advanced manufacturing. Upon completion of the ICC MSBC program, these students start job rotations at the Toyota manufacturing facility in Blue Springs. A total of **27 students from six schools** completed the Create Your Future Internship.
- Launched a new human resources pathway through SHRM (Society for Human Resources). This pathway includes two levels, Essentials of Human Resources, and an advanced course for exam preparation for the SHRM-CP certification, serving **17 students**.
- Formed a new partnership with Automated Technology Services (ATS) to become a SkillPoint regional training hub for its skilled industrial maintenance team members. ATS staff from across the region will train at ICC with **40 weeks** of training offered annually.
- Careers in Advanced Manufacturing (CAMT) continues to grow with **21** existing students retained and an additional **34 students (26 percent increase)** selected to apprentice at **15** companies this year.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- Renamed Achievement Scholarships and restructured the ACT requirements within those scholarships/dropped high school mid-term GPA requirement. Added Bass/Archery scholarships.
- Created weekly self-reporting system by recruiters (**26,443 contacts** made from August 2019-January 2020)

Social Media for Recruiting

- Created a new Instagram account geared to high school students (@go2icc).
- August 2019-January 2020= **55,643 impressions, 3,390 interactions**.

Staffing, Tours and Communications

- Implemented the CRM system for automation of communications and improvement of tracking.
- Reorganized recruiting staff – hired **two new recruiters** for high school and offered more orientation sessions in April and May.
- Personalized the campus tour experience in Fulton (personalized name board, free Icees, picture with "The Best Start Here" on wall)- increased number of tours in Fulton by **67 percent overall (77 percent in Fulton and 17 percent in Tupelo)**
- Started recruiting in Alabama with the offer of institutional scholarships to out of state students.
- Administered communication survey to students.
- Set up a model dorm room in Chickasaw Hall for tours with the help of **Dr. Chad Case**.

Adult Learner Recruiting

- Moved **Dr. Emily Tucker** to the Belden for nontraditional/ adult learner recruitment and advising and **Michael Holloway** continued in Tupelo for traditional/nontraditional/adult learner recruitment and advising.
- Expanded the Adult Learner scholarship to **four semesters** with full-time and part-time awards.

Admissions and Registrar – Dr. Bobby Solomon, Director

Financial Aid – Terry Bland, Director

- Increase in Admissions applications received (as of February 27, 2020) = **2837** v. 2533 = increase of **304**
- Implemented the ability for students to obtain official transcripts at the Tupelo Campus.
- Sent admissions certificates monthly (August 2019-January 2020= **2,369 certificates**).
- Created document repository for students to upload documents for Admissions and Financial Aid. This initiative will be expanded to other departments.
- Implemented the "Have you checked your email?" campaign.
- Moved the graduation survey to online (via email).

Advising and Tupelo Campus – Mande Miller, Director

- Attended NACADA.

FINANCE – Sandi South, Executive Director

- State income tax refund intercept program was implemented with the Mississippi Department of Revenue from which the College has received a net amount of **\$700,000**.
- The BankMobile™ disbursements refund selection single sign-on (SSO) was implemented in the student portal, myTribe. The intention of this service is to streamline the student experience and authenticate the student via their student portal credentials. In essence, the College acts as the identity provider.

Telecommunications and Information Services – Allen Coleman, Director

- Partnered with Enrollment Services to implement the CRM package.
- Installed new datacenter in the Academic and Student Center on the Tupelo campus.
- Launched new virtual desktop infrastructure for employees and students.

HUMAN RESOURCES AND ADMINISTRATION – Tim Senter, Executive Director

Human Resources

- Worked with the insurance committee to change **five** insurance plans within the cafeteria plan offerings to lower the cost of coverages for full-time employees.
- Implemented a new enrollment software (Employee Navigator) that houses all cafeteria plan offerings, used by all full-time employees during open enrollment and each new hire at the point of employment.
- Created and implemented annual year-end employee performance reviews for all full-time employees. Performance reviews included three areas of evaluation: core performance factors, job knowledge/skills performance factors and professional development/goals.
- Restructured and updated the employee handbook.
- Implemented an electronic method to auction college equipment and materials.

Transportation – Kevin Turner, Director

- Worked with the TIS department to create a service and maintenance data program for the vehicles of the College.
- Acquired **six new vehicles** with five for general transportation needs and one for the Physical Plant.

Print Shop – John Bowen, Manager

- Continued to maximize in-house services, increasing revenue **by 22.9%** over the previous year, while limiting expense increase to **17.1%**.

Physical Plant – Thomas Bonds, Director

- Installed irrigation, sod and landscaping, finalized the construction of the Band Hall/Safe Shelter, Fulton Campus.
- Completed **six reroofing projects**: Pontotoc Hall, Sheffield Hall and four faculty houses.
- Physical plant employees completed **3,350 work orders**.
- Completed construction on the new Academic and Student Center building which encompasses **50,000 square feet** and offers **14 faculty offices and classrooms**, Admissions office, Business office, Financial Aid office, Advising Center, a **20-seat** conference room, an open computer lab, cafeteria and bookstore/Grounds Coffee Shop.
- Completed all OCR items as directed by the Mississippi Community College Board
- Completed the following renovations:
 - Portions of the first floor, Belden Center, providing space for Continuing Education offices and Advising offices.
 - Portions of the second floor, David C. Cole Student Services Building, Fulton Campus, providing space for Enrollment Services.
 - Portions of the Administration Building, Fulton Campus, to provide space for the President's suite and Instructional Services office.
 - Large startup room in the Multipurpose building, Tupelo Campus.
 - Student Activities Center, Fulton Campus.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

- The Crubaugh Technical Education Building has been renovated to assist Supplemental Instruction (English and algebra) and Academic Support. One employee has been reclassified from part-time to full-time status as coordinator of Student Services, which is designed to better serve the students. A new Academic and Student Center on the Tupelo Campus has been completed, and it will enhance student instruction location of classrooms.
- Established a new class delivery method of ZOOM classes where faculty can be in a classroom at one location, and the same class is also offered at another location with local staff to monitor the students. This increases enrollment and contributes to more class offerings for students.
- Meetings and discussions are ongoing regarding new career education programs to be offered.
- **Five** instructors were not replaced for the fall/spring semesters, generating an estimated savings of **\$270,698**. The instructional budget decreased while continuing to meet instructional needs.

Career and Technical Instruction – Barry Emison, Dean

- Completed a **\$774,000** grant and fully-implemented a Heavy Equipment option in Diesel Technology.
- **\$250,000** grant from the Governor's Reserve WIOA Fund to purchase Yaskawa robots for the Industrial Maintenance and Electrical Technology programs. The purchase also allowed the College to gain approval for a Robotics and Automation Control Technology program.
- Received a **\$242,450** grant from Three Rivers Planning and Development District and the Appalachian Regional Commission to purchase two automated trainers for the Industrial Maintenance, Electrical and Robotics programs.
- Received a **\$1,000** grant from Ashley Furniture for the SkillsUSA chapter.
- Toyota Motor Manufacturing Mississippi donated three Yaskawa robotic cells to the Toyota Advanced Manufacturing Technician/Industrial Maintenance Technology program. The donation is valued at more than **\$140,000**.
- Hawkeye Industries donated a Komatsu CNC Brake Press for use in the Welding and Machining programs to teach sheet metal manufacturing. The donation is valued at more than **\$20,000**.
- Toyota Motor Manufacturing Mississippi donated **10 new Toyota Corollas** to the Automotive Technology program as training vehicles.
- The Collision Repair program was a 2019 Collision Repair Educational Foundation Grant winner, and it received a **\$1,000 donation** and a one-year subscription to ICAR's PDP curriculum for students.
- ICC's career education and health science programs were allocated **\$204,432.91** in **Perkins funding** for lab equipment and training aids.

eLearning Learning Instruction – Denise Gillespie, Dean

- **Ranked third** in Online Colleges in Mississippi by Onlinedegrees.com.
- **Denise Gillespie** serves as the president of the statewide MSVCC eLearning Association.
- Paralegal Program (**Jamie Hall**) – ICC’s Paralegal Technology program was selected as one of the top online paralegal degree programs in the nation by TheBestSchools.com. ICC achieved a **ninth-place ranking** and is recognized on its website in the **Top 25 programs**. ICC’s Paralegal program also ranked among the **Top 10 Best Online Paralegal Associate Programs** of 2020 by BestColleges.com.
- **Denise Gillespie, Rilla Jones** and **Barry Emison** built and hosted the Teaching and Learning Institute in Fall 2019 for new faculty.
- **Wilson Knight, Denise Gillespie, Stacey Hughes, Jodi McCrimon** and **Billy Carson** participated in Junior Preview Day – promoting and answering questions about online programs.
- **Stacey Hughes, Wilson Knight, Billy Carson** and **Cassie Alexander** participated in the Toyota College Fair, talking with nontraditional/adult learner, working students about online program options.
- **Wilson Knight** researched, developed and wrote copy for the 2020 Fully-Online Programs: Research and Planning Report, a document focusing on ICC’s fully-online programs and how we can strategically market those programs within and beyond the College’s district.
- **Wilson Knight**: Collaboratively developed the concept and framework (with **Jake Hartfield, Mande Miller, Dr. Melissa Haab, Carla Rose Garrett** and **Michael Holloway**) for an eOrientation for Incoming Students at ICC. This project is ongoing with a target implementation date of Summer 2020. This will increase opportunities for adult, nontraditional/adult learners and online students to attend orientation on more flexible terms. The orientation will be hosted through Arrow Academy.
- **Wilson Knight** collaborated with Workforce personnel to develop a hybrid Forklift Operator training course with a target implementation goal for late spring 2020. This course will be offered through Arrow Academy and will be our first “paid” course to be offered there.
- **Tequila Sunrise** created a professional development course designed to assist the traditional instructor with basic tasks in Canvas.
- **Tequila Sunrise** serves as chair of the MSVCC Instructional Technology committee to research and talk with vendors regarding technology in online courses.
- **Wilson Knight** led professional development training sessions on Canvas Gradebook and Analytics, Meaningful Feedback Using Audio/Video Features in Canvas, Integrating Dynamic Course Content in Canvas and FERPA Basics.

- Planned, developed, designed and implemented Arrow Academy, ICC's online hub for professional development and public, non-credit offerings. This site is facilitated through Canvas Catalog.
- **Wilson Knight** coordinated and implemented with the Business office the integration of an online payment processor to be used with Arrow Academy to allow ICC to accept payments for courses offered there. As of January 23, 2020, ICC is the first community college in the state to fully implement the payment processor function within Canvas Catalog.
- **Jill Coker** served as a public speaking coach for girls at the Mayfield Church of Christ, competing in the Lads to Leaders convention in Memphis, Tenn. She also served as expert judge for public speaking events in the Lads to Leaders convention in Memphis, Tenn., April 2019.
- **Wilson Knight** presented current research on workplace writing practices at Texas Tech University's 2019 Seminar for students and faculty of the Ph.D. program in Technical Communication and Rhetoric (May)
- **Dr. Laura Pannell** serves as the President of the Mississippi Gerontological Society and ongoing appointment to the Mississippi Alzheimer's State Planning Council.
- **Alane Tentoni** was selected as one of the five finalists for MSVCC Instructor of the Year. She participated in a panel discussion and was recognized during the Creating Futures for Technology conference.

Health Science Instruction – Rilla Jones, Dean

- The Health Science Division hosted the College's first interdisciplinary recruiting event (Code Blue and Red).
- The **Physical Therapist Assistant Technology** program was reaccredited by the Commission on Accreditation in Physical Therapy Education through 2028.
 - The Physical Therapist Assistant Technology has a two-year average PTA licensure board examination **pass rate of 100 percent**.
- The **Respiratory Care Technology** program was **reaccredited for 10 years**.
- The **Surgical Technology** program had a board **pass rate of 100 percent**.
- The **Associate Degree Nursing** program's reaccreditation site visit by ACEM and IHL was completed in January, 2020.
 - The Associate Degree Nursing program purchased new equipment for the simulation lab.
- The **Radiologic Technology** program updated and modernized its laboratory.
 - The Radiologic Technology program's **job placement rate is 100 percent**.
- The **Health Information Technology** program was featured on the Mississippi Public Broadcasting American Graduate series.

- The Health Information Technology program conducted a service project for which needed items were collected for parents and newborns in the North Mississippi Medical Center Neonatal ICU.
- The sophomore **Occupational Therapist Assistant Technology** students (Class of 2020) participated in an educational seminar with the University of Mississippi Medical Center students (second year) in August 2019. The focus of this paraprofessional seminar was to bring more awareness to the OT/OTA partnership, including education on the responsibilities of each level of OT practice.
 - The OTA program staff is in the planning phase of developing a partnership with the University of Mississippi Medical Center to facilitate a student in completion of the Capstone Project, which would be a new endeavor for both entities.
 - OTA students (Class of 2020) participated in an educational seminar with UMMC students (second year) in August, 2019. The focus of this intraprofessional seminar was to raise awareness of the OT/OTA partnership, including education on the responsibilities of each level of OT practice.
 - OTA program staff are planning a partnership with UMMC to facilitate a student in completion of the Capstone Project. This will be a new endeavor for both ICC and UMMC.

Institutional Research and Accountability, SACSCOC Liaison, QEP – Liz Edwards, Director

- Implemented the third year of the QEP, which included all four QEP courses as originally planned. BIO 1114 began in FA 18, PSY 1513 began in SP 19, SPT 1113 began in FA 19, and ENG 1113 began in SP 20.
- Liz Edwards served as a peer evaluator on the 2020 SACSCOC Off-Site Reaffirmation Committee.
- Implemented the 2019-2020 QEP Student Awards and corresponding Faculty Mentor Awards:
 - Basketball, **Ma'Darius Hobson**, and Faculty Mentor, **Chris Stevenson**.
 - Basketball, **Elizabeth Ingram**, and Faculty Mentor, **Jennifer Cooper**.
 - Football, **Hiram Wadlington, Jr.**, and Faculty Mentor, **Dr. Bronson Prochaska**.
 - Golf, **Wilson Gammill**, and Faculty Mentor, **Jennifer Cooper**.
 - Soccer, **Clayton O'Daniel**, and Faculty Mentor, **Mike Sullivan**.
 - Soccer, **Halle Moore**, and Faculty Mentor, **Jennifer Cooper**.
 - Tennis, **Hayden Embry**, and Faculty Mentor, **Michael Metz**.
 - Tennis, **Farrah Fowlkes**, and Faculty Mentor, **Michael Metz**.
 - Band, **Ethan Ray**, and Faculty Mentor, **Christy Colburn**.
 - Cheer, **Becca Childers**, and Faculty Mentor, **Jessi Stevenson**.

Strategic Planning and Institutional Effectiveness – Amy Cappleman, Director

- Diann Nichols, Assessment Coordinator, participated in the 2019-2020 Mississippi Community College Leadership Academy and graduated in May 2020.
- Amy Cappleman served as a peer evaluator on the 2019 SACSCOC Committee on Fifth-Year Interim Reports in Houston, TX.
- Amy Cappleman served as a planning committee member for the 2019 SACSCOC Annual Meeting and will serve on the committee again for the 2020 SACSCOC Annual Meeting in Nashville, TN.
- Amy Cappleman co-presented with colleagues from Alabama a session titled “One Size Does Not Fit All: Multiple Approaches to Evaluating Institutional Assessment Processes” at the 2019 SACSCOC Annual Meeting.

STUDENT SERVICES – Dr. Brad Boggs, Dean

- Hired the first-ever women’s volleyball coach.
- Announced the addition of archery to ICC club sports – held interest meetings and practices and traveled to compete against other colleges.
- Organized and participated in Residence Hall Move-In Day – faculty/staff/administrators/athletes/volunteer church groups helped students move in their dorms – Fall 2019.
- Purchased and implemented a new Mass Notification alert system – Everbridge and launched the Everbridge safety app for students and employees as another way to receive emergency alerts
 - Sent and received successful test alerts to all students and employees.
- Opened the safe shelters for severe weather.
- Hosted the AIMS North Half State Qualifier Archery Tournament for fourth-twelfth grade students in the Davis Event Center.

Athletics – Carrie Ball-Williamson, Director

- Women’s Soccer made the playoffs and participated in the MACJC finals for the State Championship – **finished second** in the State.
- Women’s Basketball advanced it to the **quarterfinals** of the **MACJC tournament** and the Region 23 Tournament.
- Men’s Basketball made the **MACJC State playoffs**.
- Volleyball signed the **first signing class** in school history on Nov. 1, 2019.
- **Sean Cannon**: Coach of the Year (Football).
- **David Strother**: Coach of the Year (Women’s Soccer).

- **Andy Kirk:** Coach of the Year (Softball).
- **Rick Collier:** Coach of the Year (Baseball).
- ICC hosted the state high school basketball tournament quarterfinals for the **first time in school history** in the Davis Event Center.
- 2019 Baseball and Softball won **MACJC State Championship**.
- 2019 Baseball and Softball participated in the Region 23 tournament. Baseball hosted the Region 23 tournament in Fulton. Softball finished **second in the Region 23 tournament**.
- 2019 Softball participated in the **NJCAA Softball College World Series**.

Campus Police – Ricky Brasel, Chief

- Hired an Assistant Chief of Police to assist with daily logistics and officer accountability.
- Adjusted Belden Campus police work schedules to place **two officers** on duty during the heavy traffic times
- Purchased new uniforms for all officers.
- All officers received training on Naloxone (Narcan) to help treat and reduce fatalities from opiate overdoses.
- All officers attended CPR training and received CPR certifications.
- An officer received advanced training on the new online crime reporting as required by the FBI.
- Two officers received advanced training in Violence Against Women Act.
- An officer completed **12 weeks of training** at the Tupelo Police Academy to become certified.

Fitness Center – Michelle Pruitt, Coordinator

- Since September 2019, we have consistently offered an **average of 50 + group exercise classes per month**.
- January 2020 - Offered “New Year, New You” promo that brought in over **\$2,000 worth of community memberships**.
- Brought in nearly **triple the amount of revenue** since July 1 as compared to the same time period for the 2019 fiscal year.
- Added disinfectant wipe dispensers for easy and convenient cleaning.
- Added a free towel service as a convenience to faculty, staff and members.
- February 2020 – Partnered with the ICC Alumni Association to offer a Fitness Center membership discount for members.
- March 2020 – Partnered with Student Activities in ICC’s first “Wellness Week,” which featured various activities for students.

Housing – Dr. Chad Case, Director

- Full time hall directors will be implemented in **all seven residence halls** by August 1, 2020.
- Hired **Whitney Crawford** as director for Sheffield Hall.
- Added Swank TV- a streaming service for **all three campuses**.
- Increased the number of students living in the residence halls for spring semesters.
- As of February 6, 2020- **892 assigned, an increase of 40** over 2019.

Student Activities – Jake Hartfield, Director

Social Media

- Since July 2018, Student Activities started an Instagram account to better reach the ICC student population. The @GetInvolvedICC account posts upcoming events/programs, intramural sports results, student spotlights and general announcements. As of February 28, 2020, the number of followers increased to **1,979** compared to the 1,096 followers last year. This has been very successful in reaching our student population based on the feedback from the Student Activities Fall 2019 survey, but students still use Snap Chat more than Instagram according to the feedback. We will investigate a Snap Chat account to better reach students. Social media presence can impact recruitment, retention, student engagement and provide easier access for administrative procedures.

Student Activities Center Renovation

- In coordination with Project and Energy Management department, we **completed two phases of our four-phase renovation project** in the Student Activities Center on the Fulton campus. Completion of Phase 1 occurred in the Summer 2019– addition of pool table, ping pong table and 3 TVs. Completion of Phase 2 occurred February 2020 – center of seating area renovated, and new lounge furniture added.

Intramural Sports and Activities

- There are **11 intramural sports** offered throughout the academic year including softball, kickball, dodgeball, 3-on-3 basketball, indoor volleyball, flag football, tennis, disc golf, sand volleyball, billiards and ping pong. For the 2019-2020 academic year, there were approximately **250 participants** in intramural sports with 6 more intramural sports remaining in the Spring semester.
- The Voice of ICC – Student Activities and the Student Government Association implemented the first The Voice of ICC in the Fall semester. There were **16 contestants and over 20 auditions**. Four alumni served as judges, and there was record attendance at all **three performance nights**.

Community Service

- **Clean-Up Fulton Community Service Opportunity** – implemented for the second year in a row. **Twenty students** participated in this community service opportunity by picking up trash along the Access Road near the Waterway Walkway in Fulton on September 16. The students who participated earned one hour of service. An online sign-up form was utilized for better access for students.
- **Itawamba County West Food Pantry Community Service Opportunity** – Ten students participated in a community service opportunity for the residents of Itawamba County on November 14. Participants boxed canned goods and food for those in need at the facility in Mantachie. An online sign-up form was used for easier access to all students.
- **Blood Drives with Vitalant** – Several blood drives were implemented throughout the Spring and Fall semesters at all three locations including in March 2019, a blood drive competition between ICC and Northeast Mississippi Community College during rivalry week and a blood drive in February 2020. ICC won the blood drive competition against NEMCC, and the winner was announced at the Northeast football game. Overall, the ICC community donated over **100 units of blood** over the last year.
- **10 for Tupelo Community Service Opportunity** – This opportunity will be offered again for the second consecutive year. Last year, there were more than **70 participants** including students, faculty, staff and their families. This event is hosted by Keep Tupelo Beautiful and the City of Tupelo. The event is **10 hours of community service**, and the ICC community participated as one team during a two-hour service project in the Barnes Crossing area.
- **Special Olympics Community Service Opportunity** – In partnership with Special Olympics, students, faculty and staff can earn community service hours by volunteering its annual Spring Games at Tupelo High School. There were **30 participants** for the event held in March.

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Strategic Initiatives and Institutional Goals

1. ENROLLMENT MANAGEMENT Page 1

1a. Persistence and Retention

Itawamba Community College will improve persistence and retention of current students.

1b. Adult Learner Students

Itawamba Community College will increase non-traditional student enrollment.

2. ACCOUNTABILITY Page 15

2a. Improve student outcomes

Itawamba Community College will improve student outcomes.

2b. Local workforce and economy

Itawamba Community College will positively impact the local workforce and economy.

2c. Manage resources wisely

Itawamba Community College will manage resources wisely.

3. CAMPUS SAFETY Page 22

3a. Safety training

Itawamba Community College will develop and implement a safety training program for faculty, staff and students.

3b. Safety plan

Itawamba Community College will develop and implement a comprehensive safety plan.

4. TECHNOLOGY Page 25

4a. Training on and use of technology

Itawamba Community College will provide quality training of and use of current and relevant technologies.

4b. Maintain adequate technology

Itawamba Community College will maintain adequate technology infrastructure, hardware, cabling and network equipment.

2016-2021 Strategic Plan



ENROLLMENT MANAGEMENT

1a. Persistence and Retention

1b. Adult Learner Students

In Support of Attainment of Goals

ALUMNI AFFAIRS AND FOUNDATION – Michael Upton, Director

- Two new adult learner student scholarships were created, one endowed and one annual.
- Provided additional support services for scholarship winners.

COMMUNITY RELATIONS – Nina Strother, Director

- New visual identity created for the College.
- Commercial aired for the first time on television in more than half of a decade.
- Best Start Here campaign reinstated.
- Social media efforts expanded with following and engagement increases.

ECONOMIC AND COMMUNITY SERVICES – Dr. Joe Lowder, Dean

Adult Education – Julia Houston, Director

New Partnerships:

- In February 2020, **Lee County Youth** began referring individuals to the program for Mississippi High School Equivalency credentials, the ACT WorkKeys® Career Readiness Credentials and enrollment in college and training programs.
- The partnership between **Vocational Rehabilitation Ability Works** and ICC's Adult Education program began in 2018 and continues to allow Ability Works participants to receive access to quality instruction and the Smart Start Credential and WorkKeys® CRC.
- The partnership between ICC and **LifeCore** began in the fall of 2019, meeting onsite at LifeCore and providing educational and work readiness skills. In January 2020, LifeCore began transporting participants to the ICC

Belden Center for continued services to further connect those participants with transitional and training opportunities.

- **5** Youth Court Referrals Enrollments.
- **11** Vocational Rehabilitation Smart Start Completions (Ability Works).
- **14** LifeCore Enrollments.

ICC Credit Enrollment

- **194** ICC students with an HSE credential Spring 2019, decrease of 15 students.
- **59** ICC students with an HSE credential Summer 2019, increase of 5 students.
- **172** ICC students with an HSE credential Fall 2019, decrease of 26 students.
- **178** ICC students with an HSE credential Spring 2020, decrease of 34.

MI-BEST Enrollment

- **101** since program inception, **26 percent increase**.
- **69** Certified Nursing Assistant, **23 percent increase**.
- **19** HVAC, **41 percent increase**.
- **13** Welding, **8 percent increase**.

Second Chance Foundation Enrollment, \$50,000 Grant renewed in Oct. 2019.

- **91** served to date, **28 percent increase**.
- **24** participated in non-credit MSBC to date.
- **30** participated in Certified Nursing Assistant, reflecting an **11-student increase**.
- **7** participated in non-credit Commercial Truck Driving.
- **5** participated in non-credit Construction Pathway.
- **18** participated in Business Office Specialist, **20 percent increase**.

Workforce Innovation and Opportunity Act (WIOA) – Brad Gates, Director

- **Fifty-eight** companies received services.
- The Tupelo WIN Job Center staff conducted onsite rapid response meetings with approximately 70 laid off workers at a local manufacturer. Referrals were made to ICC services and training.

On-The-Job Training (OJT)

- Served approximately **196** individuals and **15** companies with **\$235,000** obligated or paid. Total hours reimbursed included **19,995** with **\$275,523** reimbursed. Projected hours reimbursed with Mississippi Works funds were **40,362** with **\$891,000** obligated or paid.

Individual Training Accounts

- Served **78** participants with **\$120,000** obligated through February 28, 2020. **Fifty-five** students were served and **23** through other institutions.

The Gateway Youth Program

- Served approximately **59** participants with **472** hours of instruction hosted at **27** companies, which served as worksites. (April 2019-June 2019 enrollments suspended due to the procurement process.) **Four** participants transitioned to ICC programs. **Eighteen** obtained permanent employment with the original worksite.

ACT® WorkKeys®

- Proctored for approximately **1,952** individuals. Credentials earned include Platinum - **133**; Gold - **268**; Silver - **552**; and Bronze - **596** with **-262** receiving no credential. Retesting was **141**.

Careers in Advanced Manufacturing (CAMT)

- Carried over **21** existing students from 2018. An additional **34** students will participate as of February 28, 2020, which represents a **26 percent increase** in participation. WIOA reimburses up to **\$6,000** per student per year to assist worksites in defraying costs. **Fifteen** companies currently serve as worksites.

Workforce Training – Tzer Nan Waters, Director

- Dr. Joe Lowder was elected to serve as president of the Mississippi Workforce Director's Association and chair of the Mississippi Corridor Consortium.
- Partner with Toyota's Create Your Future Internship program by providing Manufacturing Skills Basic Certificate (MSBC) program to the area high school seniors at the beginning of their internship. The goal of this collaboration is to grow and expose a young generation of individuals to careers in advanced manufacturing through a semester-long internship. Upon completion of the MSBC program, these students start their job

rotations at the Toyota manufacturing facility. To date, a total of **27** students from **six** schools completed the MSBC program.

- Workforce collaborates with eLearning to create online Workforce courses on the College's website, inherently increase non-credit students' exposure to the college's academic programs. The first Workforce course, Forklift Operator, launched in March 2020.
- Karey McAnally completed the following training: Development Dimensions International, Inc. Facilitator Certification and Electrical Workplace Safety (NFPA 70E) LV and HV Train-the-Trainer.
- Scott Coward completed the following training: Electrical Workplace Safety (NFPA 70E) LV and HV Train-the-Trainer and OSHA courses 510 and 511 (to become an authorized trainer).
- Stacey Loden and Josh Gammill completed American Heart Association Basic Life Support Provider and Instructor Certifications.
- Scott Coward and TZ Waters completed MMA-MEP Competitiveness Review training, which measures a company's operations and performance against globally competitive criteria and evaluates systems rather than individual performance.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- Renamed Achievement Scholarships and restructured the ACT requirements within those scholarships/dropped high school mid-term GPA requirement. Added Bass/Archery scholarships.
- Created weekly self-reporting system by recruiters (**26,443 contacts** made from August 2019-January 2020)

Social Media for Recruiting

- Created a new Instagram account geared to high school students (@go2icc).
- August 2019-January 2020, **55,643 impressions and 3,390 interactions**.

Staffing, Tours and Communications

- Implemented the CRM system for automation of communications and improvement of tracking.
- Reorganized recruiting staff – hired **two new recruiters** for high school and offered more orientation sessions in April and May.

- Personalized the campus tour experience in Fulton (personalized name board, free Icees, picture with "The Best Start Here" on wall)- increased number of tours in Fulton by **67 percent overall (77 percent in Fulton and 17 percent in Tupelo)**
- Started recruiting in Alabama with the offer of institutional scholarships to out-of-state students.
- Administered communication survey to students.
- Set up a model dorm room in Chickasaw Hall for tours with the help of **Dr. Chad Case**.

Adult Learner Recruiting

- Moved **Dr. Emily Tucker** to the Belden Center for nontraditional/ adult learner recruitment and advising and **Michael Holloway** continued in Tupelo for traditional/nontraditional/adult learner recruitment and advising.
- Expanded the Adult Learner scholarship to **four semesters** with full-time and part-time awards.

Admissions and Registrar – Dr. Bobby Solomon, Director

Financial Aid – Terry Bland, Director

- Increase in Admissions applications received (as of February 27, 2020) = **2837** v. 2533 = increase of **304**
- Implemented the ability for students to obtain official transcripts at the Tupelo Campus.
- Sent admissions certificates monthly (August 2019-January 2020, **2,369 certificates**).
- Created document repository for students to upload documents for Admissions and Financial Aid. This initiative will be expanded to other departments.
- Implemented the "Have you checked your email?" campaign.
- Moved the graduation survey to online (via email).

Advising and Tupelo Campus – Mande Miller, Director

- Attended NACADA.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

- The Crubaugh Technical Education Building has been renovated to assist Supplemental Instruction (English and algebra) and Academic Support. One employee has been reclassified from part-time to full-time status as coordinator of Student Services, which is designed to better serve the students. A new Academic and Student Center on the Tupelo Campus has been completed, and it will enhance student instruction location of classrooms.

Established a new class delivery method of ZOOM classes where faculty can be in a classroom at one location, and the same class is also offered at another location with local staff to monitor the students. This increases enrollment and contributes to more class offerings for students.

Academic Division, Business Administration – Dr. Edana Nail, Division Chair

- **Dr. Edana Nail** – Selected as the Northeast Mississippi Daily Journal’s Top 40 Under 40 and ICC HEADWAE.

Academic Division, Communications – Anna Britt-Begnaud, Division Chair

- **Keith Morris** serves as poetry educator for the Calliope Poetry and Arts Journal, Sigma Kappa Delta sponsor, Film Club sponsor, 2019-20 ICC Poetry Slam sponsor and participant.
- **Morgan Cutturini** – Film Club sponsor, North Mississippi Rural Legal Services Oral History (NMRLS) Documentary entitled “The Quest for Justice” with ICC Film Club students – received a \$5,000 grant for oral history project, and the interviews are archived in the University of Mississippi Library.
- **Jon Armstrong**, Film Club sponsor, created and maintained the ICC English Instagram page.
- **Anna Begnaud** and **Nathan Ward** serve as sponsors for Sigma Kappa Delta.
- **Dr. Ashley Lancaster** serves as a sponsor for Sigma Kappa Delta and both participant and sponsor for the 2019-20 ICC Poetry Slam.

Academic Division, Computer Science – Delores Tull, Division Chair

- Computer Science faculty participated in the Junior Preview Day sponsored by the Recruiting Department and set up a Virtual Reality area for the students to participate and experience VR.
- Computer Science improved daytime course offerings to include hybrid options for students.
- The Computer Club raised money through the sale of World’s Finest Chocolate Bars for hurricane relief for the East Coast.
- Worked with the Math Club and Science Club to host an Ole Miss Engineering representative to speak with students in related fields of study.
- Toured the Ole Miss and Mississippi State campuses to encourage collaboration and transfer assistance.
- Participated in the Student Involvement Fair, Junior Preview Day, Career Expo (BancorpSouth Center) and the Fall Festival with the First Lady, including virtual reality demos for the first three events).
- **Bradley Howard** implemented and taught an honors course in CSC 1113 Computer Concepts.

- **Bradley Howard** and **Delores Tull** sponsored the Computer Club. Membership has grown to 18-20 students in the past two years compared to 8-10 in previous years.

Academic Division, Mathematics – Robert Francis, Division Chair

- Curriculum change to reinstitute Intermediate Algebra for the students who cannot make the jump from Beginning Algebra to College Algebra with lab.
- Instituted Supplemental Instruction for College Algebra to aid students who need remediation.
- Scheduled classes in a more student-friendly manner so that students have options throughout the day for General Education Math courses.
- Math for Teacher courses were reworked using a new textbook to make them more practical and student-friendly.
- **Bobby Jarrell** revised the ICC Scholars' Bowl competition to the National Academic Quiz Tournaments (NAQT) format. NAQT is the international standard for academic competitions.
 - Conducted the Mississippi Council of Teachers of Mathematics (MCTM) middle school mathematics tournament for the five-county service district.
- **Bridgett Cash** improved retention in Beginning Algebra and implemented two new courses MAT 1314 to provide remediation and MAT 1314 to provide hands-on lab time.
- **Heather McCormick** piloted Supplemental Instruction in MAT 1314.
 - Served as a reader for the AP Statistics Exam and presented a session at the National Collegiate Honors Council conference in November 2019.
 - Selected as a runner-up Distinguished Advisor Team for the Phi Theta Kappa MS/LA region, served as a panelist at the PTK Fall Regional Conference, piloted a hybrid LEA class for prospective PTK officers last March and completed PTK Research Edge.
 - Assisted with ICC's signing articulation agreements with three universities for the Honors College
- **Dori Richardson** piloted a supplemental instruction requirement in college algebra at least twice before the unit test for students scoring 65 or below on quizzes. As a result, 13 students of the 22 originally enrolled completed the course, a 59 percent retention rate compared with a 40 percent retention rate for this class in the Spring of 2019 without supplemental instruction.

Academic Division, Learning and Life Skills – Dr. Bronson Prochaska, Division Chair

- Introduced a hybrid College Life course option for students who are enrolled at the ICC Belden Center.
- Participated in Junior Preview Day, the Student Involvement Fair, Honors Orientation and Freshman Orientation.
- Provided opportunities for freshmen to engage in campus activities through College Life Night at ICC football, basketball, baseball and softball games.
- Adopted an eBook for LLS 1152 – College Life – classes, making the textbook/eBook more affordable for students.
- **Dr. Bronson Prochaska** partnered with Athletics and the Student Activities departments to provide opportunities for students to earn community service credit at campus athletics events and local food pantries.
- **Sherry Bennett** and **Regina Moffett** participated in the Beginning English Curriculum committee to develop online departmental resources and quizzes for the Beginning English course.
- **Sherry Bennett**, **Regina Moffett** and **Dr. Bronson Prochaska** participated in the Improvement of Study Curriculum committee to implement a new textbook, create course resources, calendars and assignments.
- **Sherry Bennett**, **Shannon Lucius**, **Regina Moffett**, **Carla Rose Garrett** and **Dr. Bronson Prochaska** attended the Learning and Life Skills Curriculum Alignment meeting in Senatobia at Northwest Mississippi Community College, September 27, 2019, to realign Learning and Life Skills curricula statewide.
- **Shannon Lucius** presented a professional development session regarding graduation requirements and freshman orientation, March 2020.
- **Summer Institute - Regina Moffett** and **Dr. Bronson Prochaska** taught summer courses, both traditional and online, for students participating in the Summer Institute.
- **The Musicians Academy** was implemented as part of the Summer Institute. The four-week summer program offered on the Fulton Campus provided an opportunity for students to increase knowledge and skills in musicianship, technique and reading music. This program focuses on assisting three target groups: students majoring in music and members of the band and choir. One hundred percent of students in the MUS course made a grade of 'C' or higher.
- **LEAP Summer Bridge** program was incorporated as part of the Summer Institute. The four-week summer program offered on the Fulton Campus provided an opportunity for students to complete MAT 1314 – College Algebra with lab – prior to beginning their fall semester at the College. One hundred percent of participants earned a grade of 'C' or higher.

Academic Division, Natural Science – Dr. Jada Mills, Division Chair

- Natural Science increased ACT requirements for BIO 2524 Anatomy and Physiology I to align with AND requirements.
- Natural Science offered BIO 1534, Survey of Anatomy and Physiology, Fall 2019 to help students with lower ACT scores to gain a college science course credit plus prepare for the Anatomy and Physiology course.
- **Dr. Jada Mills** created a lab online hybrid Canvas shell for BIO 1114, Principles of Biology I, to accommodate student scheduling
- **Nicole Pearce** and **Dr. Jada Mills** created a BIO 1134, General Biology I, Canvas shell and developed labs using open resource materials.
- **Nicole Pearce** and **Lindsey Patterson** created a BIO 2514, Anatomy and Physiology lab, online hybrid Canvas shell to help accommodate student scheduling.
- **Nicole Pearce** built a BIO 1534, Survey of Anatomy and Physiology, Canvas online course shell.
- **Denise Rakestraw** taught BIO 2924 as an accelerated intersession term to help accommodate students wishing to enter allied health fields. In this two-week course, 18 of 19 students complete with a 'C' or better.
 - Taught a section of BIO 2924 Microbiology for first-year ICC ADN students to accommodate their daytime class schedule and clinicals.
- **Marla Ruth, Michelle Milner** and **Nicole Pearce** reviewed textbooks and lab manuals for Survey of Anatomy and Physiology and developed departmental resources, course calendars and assignments.
- **Beth Campbell, Lindsey Patterson** and **Sherry Davis** selected student tutors to help facilitate Supplemental Instruction for Anatomy and Physiology I and II.
- **Brady Garrett** created a lab online hybrid Canvas shell for PHY 2244, Physical Science I, to help student scheduling. The lab component is fully online with a traditional lecture class.
 - Restructured the Physical Science I and II online courses to create a more student-friendly lab experience using open lab resources.
- **Jake Martin, Jason Campbell** and **Dr. Jada Mills** created open text resources for BIO 1134, Principles of Biology II lab.

Academic Division, Social Science – Chris Stevenson, Division Chair

- **Chris Stevenson** was a recipient of a QEP Mentor award.
 - Presented at the 2020 Mississippi Communications Association Conference.
- The Social Science Division sponsored the Humanities Travel Tribe organization, which took a student group on a trip to Mexico and Central America.
- The Social Science Division sponsored the annual Constitution Day (2019) celebration, Power to the People, which featured Northern District Public Safety Commissioner Brandon Presley and Michael Callahan.
- **Dr. Bruce Ingram** was an active sponsor of the Tupelo Campus chapter of Phi Theta Kappa.

eLearning Instruction – Denise Gillespie, Dean

- **Dr. Jamie Hall**, director of the Paralegal Technology program – Selected as one of the top online paralegal degree programs in the nation by TheBestSchools.com. ICC achieved a ninth-place ranking and is recognized on its website in the Top 25 programs. ICC's Paralegal program also ranked among the Top 10 Best Online Paralegal Associate Programs of 2020 by BestColleges.
- **Denise Gillespie, Rilla Jones** and **Barry Emison** built and hosted the Teaching and Learning Institute in Fall 2019 for new faculty.
- **Wilson Knight, Denise Gillespie, Stacey Hughes, Jodi McCrimon** and **Billy Carson** participated in Junior Preview Day – promoting and answering questions about online programs.
- **Stacey Hughes, Wilson Knight, Billy Carson** and **Cassie Alexander** participated in the Toyota College Fair, talking with nontraditional/adult learner, working students about online program options.
- **Wilson Knight** researched, developed and wrote copy for the 2020 Fully-Online Programs: Research and Planning Report, a document focusing on our fully-online programs and how we can strategically market those programs within and beyond the College's district.

Health Science Instruction – Rilla Jones, Dean

- Hosted the College's first interdisciplinary recruiting event (Code Blue and Red).
- The **Physical Therapist Assistant Technology** program was reaccredited by the Commission on Accreditation in Physical Therapy Education through 2028.
 - The **Physical Therapist Assistant Technology** has a two-year average PTA licensure board examination pass rate of 100 percent.
- The **Respiratory Care Technology** program was reaccredited for 10 years.

- The **Surgical Technology** program had a board **pass rate of 100 percent**.
- The **Associate Degree Nursing** program's reaccreditation site visit by ACEM and IHL was completed in January, 2020.
 - The **Associate Degree Nursing** program purchased new equipment for the simulation lab.
- The **Radiologic Technology** program updated and modernized its laboratory.
 - The **Radiologic Technology** program's **job placement rate is 100 percent**.
- The **Health Information Technology** program was featured on the Mississippi Public Broadcasting American Graduate series.
 - The **Health Information Technology** program conducted a service project for which needed items were collected for parents and newborns in the North Mississippi Medical Center Neonatal ICU.
- The sophomore **Occupational Therapist Assistant Technology** students (Class of 2020) participated in an educational seminar with the University of Mississippi Medical Center students (second year) in August 2019. The focus of this paraprofessional seminar was to bring more awareness to the OT/OTA partnership, including education on the responsibilities of each level of OT practice.
 - The OTA program staff is in the planning phase of developing a partnership with the University of Mississippi Medical Center to facilitate a student in completion of the Capstone Project, which would be a new endeavor for both entities.

STUDENT SERVICES – Dr. Brad Boggs, Dean

Fitness Center – Michelle Pruitt, Coordinator

- Gained approval of **Juva** and the **student lounge addition** to the Fitness Center.
- Plans approved for the installation of a **centralized check-in station**.

Housing – Dr. Chad Case, Director

- **Adulting 101** – Andrea Senter spoke to all residence hall students regarding issues that life presents and how they can effectively be handled. This event was August 19, 2019 and again on February 26, 2020.
- **Scavenger Hunt** – This event, hosted by Sheffield Hall, was a photo scavenger hunt on September 18, 2019. The students were given a list of items that they must capture a photo of/with. The team with the most points at the end of the hunt was the winner.

- **Tie Dye Party** – The residents of Sheffield Hall were provided the materials for dyeing t-shirts, and they were responsible for providing their own shirt to decorate. This event, which was September 25, 2019, was designed to develop a sense of community.
- **Best-Decorated Dorm Room** – This was originally to be used as a marketing event, but redirected to make it fun for the students as well. The students were given the opportunity to submit their rooms for consideration as the best-decorated room in Sheffield Hall. The entries were judged, and winners were selected on October 7, 2019.
- **Pumpkin Decorating Contest** – Regan McFerrin held a pumpkin decorating contest at Sheffield Hall to promote a sense of community. The pumpkins were judged on October 30, 2019.
- **Deck the Halls** – Regan McFerrin held a Christmas door decorating contest at Sheffield Hall to promote a sense of community. The doors were judged on December 3, 2019.
- **Movie Night** – This movie night on January 15, 2020 for Sheffield Hall residents was sponsored by the Housing office. Popcorn was provided to the students.
- **Pontotoc Popcorn Social** – This event, which was sponsored by Pontotoc Hall, provided students with popcorn. It gave the opportunity for residents to meet their new hall director and fellow resident students. This event was on August 21, 2019 and again on January 15, 2020.
- **Pontotoc Hall Corn-Hole Tournament** – Pontotoc Hall sponsored a corn-hole tournament for its residents on October 7, 2019. Students who wanted to play had to find a partner who was also a resident of Pontotoc Hall, but not their roommate or suitemate. This encouraged them to make new friends within their residence hall.
- **Pontotoc Hall Coffee and Cram** – This two-hour event on December 3, 2019 provided a place for students to study for their final exams, and it allowed the students to have snacks, coffee and a quiet place to study.
- **Sheffield Hall Coffee and Cram** – An exam cram was offered to the students of Sheffield Hall on December 2, 2019. Coffee, snacks and study areas were set up so the residents could have a quiet place to study within their dorm.
- **Tabletop Game Night** – Sponsored by Pontotoc Hall, this event gave students something to do throughout the week. Multiple games were taken to the Student Activities Center during Tabletop Game Night, which was from 6:30 to 10:30 p.m., September 11, 2019.
- **Color Game** – **Carla Garrett** with the Career Center presented an event to help students better understand their strengths and weaknesses going into the job market. The goal was for students to use the information presented to help make future job choices.

- **Ping Pong Tournament** – This event provided students an opportunity for fun while competing against each other for a small prize. A new ping-pong table, which had been purchased for the Student Activities Center, helped make this event possible.

Student Activities – Jake Hartfield, Director

Social Media

- Since July 2018, Student Activities started an Instagram account to better reach the ICC student population. The **@GetInvolvedICC** account posts upcoming events/programs, intramural sports results, student spotlights and general announcements. As of February 28, 2020, the number of followers increased to **1,979** compared to the 1,096 followers last year. This has been very successful in reaching our student population based on the feedback from the Student Activities Fall 2019 survey, but students still use Snap Chat more than Instagram, according to the feedback. A Snap Chat account will be investigated to better reach students. Social media presence can impact recruitment, retention, student engagement and provide easier access for administrative procedures.

Student Activities Center Renovation

- In coordination with the Project and Energy Management department, Student Activities **completed two phases of our four-phase renovation project** in the Student Activities Center on the Fulton campus. Completion of Phase 1 occurred in the Summer 2019 – addition of pool table, ping pong table and three TVs. Completion of Phase 2 occurred in February 2020 – center of seating area renovated, and new lounge furniture added.

Intramural Sports and Activities

- There are **11 intramural sports** offered throughout the academic year, including softball, kickball, dodgeball, 3-on-3 basketball, indoor volleyball, flag football, tennis, disc golf, sand volleyball, billiards and ping pong. For the 2019-2020 academic year, there were approximately **250 participants** in intramural sports with six more intramural sports remaining in the Spring semester.
- **The Voice of ICC** – Student Activities and the Student Government Association implemented the first The Voice of ICC in the fall semester. There were **16 contestants and over 20 auditions**. Four alumni served as judges, and there was record attendance at all **three performance nights**.

Community Service

- **Clean-Up Fulton Community Service Opportunity** – implemented for the second year in a row. **Twenty students** participated in this community service opportunity by picking up trash along the Access Road near the Waterway Walkway in Fulton on September 16. The students who participated earned one hour of service. An online sign-up form was utilized for better access for students.
- **Itawamba County West Food Pantry Community Service Opportunity** – Ten students participated in a community service opportunity for the residents of Itawamba County on November 14. Participants boxed canned goods and food at the facility in Mantachie for those in need. An online sign-up form was used for easier access to all students.
- **Blood Drives with Vitalant** – Several blood drives were implemented throughout the spring and fall semesters at all three locations including in March 2019, a blood drive competition between ICC and Northeast Mississippi Community College during rivalry week and a blood drive in February 2020. ICC won the blood drive competition against NEMCC, and the winner was announced at the Northeast football game. Overall, the ICC community donated over **100 units of blood** over the last year.
- **10 for Tupelo Community Service Opportunity** – This opportunity will be offered again for the second consecutive year. Last year, there were more than **70 participants**, including students, faculty, staff and their families. This event is hosted by Keep Tupelo Beautiful and the City of Tupelo. The event is **10 hours of community service**, and the ICC community participated as one team during a two-hour service project in the Barnes Crossing area.
- **Special Olympics Community Service Opportunity** – In partnership with Special Olympics, students, faculty and staff can earn community service hours by volunteering at its annual Spring Games at Tupelo High School. There were **30 participants** for the event held in March.

ACCOUNTABILITY

2a. Improve Student Outcomes

2b. Local Workforce and Economy

2c. Manage Resources Wisely

In Support of Attainment of Goals

ALUMNI AFFAIRS AND FOUNDATION – Michael Upton, Director

- Total funds raised – **\$397,558.40** – **28%** annual increase.
- Endowment funds raised – **\$216,252.84** – **62%** annual increase.
- Total endowment value on 1/31/2020 – **\$9,245,432.05** – **13%** annual increase.
- **377** donors – **7%** annual increase.
- New endowments established.
 - **Janis Howell** Award Endowment
 - **Martin Hugh Kyle** Endowment
 - **Jennie Witt Mounce** Adult Continuing Education Endowed Scholarship
 - **John Lacy Wyatt** Endowment
 - **Wyatt** Baseball Endowment
- Partnered with local industries to garner financial support for programs that provide employees and training.
- Partnered with Dr. Michelle Sumerel to update and streamline the solicitation request process for on-campus groups requesting to sponsor fundraising activities.
- Partnered with the Business office to improve and modernize fund accounting process.
- Worked to manage and receive in-kind gifts from industry through the Foundation:
 - **Toyota donation** of 10 Toyota Corollas to the Automotive Technology program.
 - **Toyota donation** of three Yaskawa robots to the Toyota Advanced Manufacturing Technician program.
 - **Hawkeye Industries** donation of press brake to support the Precision Manufacturing and Machining program.

FINANCE – Sandi South, Executive Director

- The state income tax refund intercept program was implemented with the Mississippi Department of Revenue from which the College has received a net amount of **\$700,000**.
- The BankMobile™ disbursements refund selection single sign-on (SSO) was implemented in the student portal, myTribe. The intent of this service is to streamline the student experience and authenticate the student via his/her student portal credentials. In essence, the College acts as the identity provider.

HUMAN RESOURCES AND ADMINISTRATION – Tim Senter, Executive Director

Human Resources

- Worked with the insurance committee to change **five** insurance plans within the cafeteria plan offerings to lower the cost of coverages for full-time employees.
- Created and implemented annual year-end employee performance reviews for all full-time employees. Performance reviews included three areas of evaluation: core performance factors, job knowledge/skills performance factors and professional development/goals.
- Restructured and updated the employee handbook.

Print Shop – John Bowen, Manager

- Continued to maximize in-house services, increasing revenue **by 22.9%** over the previous year, while limiting expense increase to **17.1%**.

Physical Plant – Thomas Bonds, Director

- Installed irrigation, sod and landscaping and finalized the construction of the Band Hall/Safe Shelter, Fulton Campus.
- Completed **six reroofing projects**: Pontotoc Hall, Sheffield Hall and four faculty houses.
- Physical plant employees completed **3,350 work orders**.
- Completed construction on the new Academic and Student Center, which encompasses **50,000 square feet** and includes **14 faculty offices and classrooms**, Admissions office, Business office, Financial Aid office, Advising Center, a **20-seat** conference room, an open computer lab, dining hall and bookstore/Grounds Coffee Shop.
- Completed all OCR items as directed by the Mississippi Community College Board.

- Completed the following renovations:
 - Portions of the first floor, Belden Center, providing space for both Continuing Education and advising offices.
 - Portions of the second floor, David C. Cole Student Services Building, Fulton Campus, providing space for Enrollment Services.
 - Portions of the Administration Building, Fulton Campus, to provide space for the President's suite and Instructional Services office.
 - Large startup room in the Multipurpose building, Tupelo Campus.
 - Student Activities Center, Fulton Campus.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

- **Five** instructors were not replaced for the fall/spring semesters, generating an estimated savings of **\$270,698**. The instructional budget decreased while continuing to meet instructional needs.

Academic Division, Business Administration – Dr. Edana Nail, Division Chair

- Attended and participated in the curriculum alignment meeting for the Business Administration Division – Fall 2019
- **Dr. Edana Nail** launched the School of Business to cohort students and improve graduation and transferability.
 - Restructured the Introduction to Business course to improve student retention and outcomes by implementing university transfer visitations to class as well as upper-level management industry visitations that illustrate the need and usefulness of a business degree in local businesses/industries.
 - Serves as an ICC Travel Tribe cosponsor.

Academic Division, Communications – Anna Britt-Begnaud, Division Chair

- **National Day on Writing** – Five high schools with **85 students** and **32 college participants**. (Morgan Cutturini, Anna Begnaud, Jenny Bowers).
- **ICC Roundtable** – **20 high school teachers** from ICC's district (Jon Armstrong, Anna Begnaud, Robin Lowe, Morgan Cutturini, Jay Humphries, Amber King, Keith Morris, Dr. Ashley Lancaster, Suzette Potts, Maria Staub, Jenny Bowers, Melanie Francis).
- **Scholars' Bowl** – Nine high school teams with **75 students** and **11 advisers** (Nathan Ward, Jon Armstrong).

- **Melanie Francis, Jenny Bowers, Jon Armstrong, Amber King and Suzette Potts** helped create QEP assignments for English Composition I.
- **Amber King** presented “Teaching Perspectives and Argumentation” at the Two-Year College English Association National Conference in Pittsburgh, Pennsylvania.
- **Jenny Bowers** received both the Bennie Warren Outstanding Advisor Award, MS/LA Region of Phi Theta Kappa and the Horizon Award for Outstanding Advisor, MS/LA Region of PTK, both awarded in March 2019.
 - Served as an AP Language Exam Grader in both 2019 and 2020 (fifth year)
- **Jon Armstrong** began the ICC English Forum for ICC English teachers.
 - Manages fundraising for the ICC Film Club and edited the content for OER English courses.
- **Robin Lowe** was selected as Faculty Scholar for Phi Theta Kappa, the first in ICC’s history.
 - Additional honors include Distinguished Chapter Advisor Team, Regional award runner-up, Horizon award, MS/LA Advisors, Phi Theta Kappa, MS/LA Region, copresenter for the MS/LA Fall Conference on Chapter Management.
- **Morgan Cutturini** received the John and Beth Cleveland Outstanding Faculty Award

Academic Division, Computer Science – Delores Tull, Division Chair

- The **Computer Science** department recently purchased a **Vive Pro (Virtual Reality) system**, and the Computer Club purchased an Arduino Board for the department. The utilization of the two new systems is intended to attract students and improve on their general education in programming while they are at ICC. Students interested in programming can see how programming languages can be implemented within a virtual reality environment and how robotics can be programmed, while using the language that ICC currently teaches in its programming classes.
- Computer Science faculty migrated to electronic textbooks in all courses.
- Delores Tull recorded video lectures to provide sophomore Discrete Structures students with additional assistance.

Academic Division, Mathematics – Robert Francis, Division Chair

- Rob Francis scheduled classes more efficiently so that the lab space could be better utilized for meeting the Math Division’s lab-based course needs.

Academic Division, Natural Science – Dr. Jada Mills, Division Chair

- **Dr. Jada Mills** is the QEP course contact for BIO 1114, Principles of Biology I.
 - Selected as a representative to participate in the Mississippi Community College Leadership Academy.
 - Serves as the NASA Mississippi Space Grant Consortium coordinator for ICC.
- **Jennifer Cooper** and **Jason Campbell** received QEP Faculty awards.
- **Five \$500 scholarships** were awarded to STEM majors through NASA MSGCC funds.
- **Lindsey Patterson** and **Dr. Jada Mills** cosponsor the Science Club.
- **Denise Rakestraw** served as the General Education Biology faculty representative for the ACEN accreditation visit.
- **Sherry Davis** was awarded the Moody Institute Trust Fund Professional Development Scholarship to attend the 33rd Annual Human Anatomy and Physiology Society Conference.
- **Lindsey Patterson** completed the 2019 Gross Anatomy for Teacher Education (GATE) program. The UAV Department of Cell, Developmental and Integrative Biology offers a three-day professional development course. The 2019 session included Gross Dissection of the Back and Upper Limb.
- **Brady Garrett** was published as a book reviewer for Exploring Physical Science in the Laboratory by John T. Salinas, Morton Publishing.
 - Restructured the Physical Science I and II online courses to create a more student-friendly lab experience using open lab resources.

Academic Division, Success and Retention – Dr. Bronson Prochaska, Division Chair

- **Dr. Bronson Prochaska** – Maximized faculty loads to utilize fewer adjuncts.
- The Learning and Life Skills Division offered traditional eight-week hybrid courses and online eight-week courses for the fall and spring semesters. They included Improvement of Study (LLS 1412), Career Exploration (LLS 1321) and Introduction to Health Professions (LLS 1332).

eLearning Instruction – Denise Gillespie, Dean

- **Dr. Laura Pannell** conducted workshops for several area organizations:
 - Elderly and Vulnerable Adult Law Enforcement Cadet Training, North Mississippi Law Enforcement Academy, May 2019, September 2019, March 2020.
 - Elderly and Vulnerable Adult Law Enforcement Training for Experienced Officers, May 2019.
 - Identifying and Documenting Elder Abuse, Mississippi Emergency Medical Technicians Association Conference in Tunica, April 2019 and Biloxi, September 2019.

- Aging to Go – low-cost and no-cost ways to access local, regional and national resources for elder services, including the availability of bilingual, veteran and ADA elder services – 2019 Mississippi Department of Human Services, Southaven, September 2019.
- Your Caregiving GPS for the University of Mississippi Medical Center MIND Center 20th Annual Conference on Alzheimer’s Disease and Other Related Dementias, Tupelo, August 2019

Institutional Research and Accountability, SACSCOC Liaison, QEP – Liz Edwards, Director

- Implemented the third year of the QEP, which included all four QEP courses as originally planned. BIO 1114 began in FA 18, PSY 1513 began in SP 19, SPT 1113 began in FA 19, and ENG 1113 began in SP 20.
- Liz Edwards served as a peer evaluator on the 2020 SACSCOC Off-Site Reaffirmation Committee.

Strategic Planning and Institutional Effectiveness – Amy Cappleman, Director

- ICC’s planning timeline for the 2021-2025 Strategic Plan was approved and key steps begun. The Strategic Planning Council and the ICC Cabinet approved the revised mission statement and submitted it to the Board of Trustees for approval.
- The **CLA+** was implemented in spring 2019 with **87 sophomores** taking this nationally normed test. The purpose is to compare students’ performance on an external assessment of key general education skills. The CLA+ will be administered every other spring as part of the new general education competencies and assessment plan.
- The **Graduate Self-Assessment Survey** was implemented in May 2019 to be administered annually as a method of measuring ICC graduates’ perception of their own learning of general education competencies. These results will be compared to performance on standardized tests and classroom assessments to detect any areas of weakness in student learning so that appropriate steps can be taken in subsequent years. This new survey is part of the new general education competencies and assessment plan.
- Fall 2019 **SEI (i.e. “course evaluation”)** response rates increased from 19.9 percent (a low since 2011) to **52.46 percent** in response to a new initiative by the Instructional Services Division to increase response rates for better feedback from students. This initiative will continue at least through spring 2020.

STUDENT SERVICES – Dr. Brad Boggs, Dean

Athletics – Carrie Ball-Williamson, Director

- Winners of the **Halbrook Award**: **Jake Kirkpatrick** (Men's Soccer) of Amory and **Samantha Conlee** (Softball) from Mandeville, LA.
- **Sixty-nine athletes** received **MACJC Academic awards**, and **39** received the **NJCAA Academic Awards**.

CAMPUS SAFETY

3a. Safety Training

3b. Safety Plan

In Support of Attainment of Goals

HUMAN RESOURCES AND ADMINISTRATION – Tim Senter, Executive Director

Transportation – Kevin Turner, Director

- Worked with the TIS department to create a service and maintenance data program for the vehicles of the College.
- Acquired **six new vehicles** with five for general transportation needs and one for the Physical Plant.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

Academic Division, Social Science – Chris Stevenson, Division Chair

- **Chris Stevenson** provided training to selected high schools in Mississippi for conflict resolution as part of the standards outlined in the Seclusions and Restraints mandate outlined by the Mississippi Department of Education.
 - Served as an assistant instructor in a self-defense program as part of a professional development session at Itawamba Community College.

Academic Division, Success and Retention – Dr. Bronson Prochaska, Division Chair

- All students enrolled in LLS 1152 - College Life study the VAWA Reauthorization Act and ICC's policies regarding violence against women. Students are both instructed and tested on their knowledge of Title IX and Pregnancy Prevention. Students were tested on their knowledge of this information.
- Students enrolled in LLS 1152 - College Life are trained on how to utilize Canvas, check ICC email and navigate the various facets of the myTribe portal. This teaches students how to understand and find information regarding their academic progress in courses.

eLearning Instruction – Denise Gillespie, Dean

- **Holly Kirk** – Campus Police Chief Ricky Brasel discussed safety with the Fulton childcare staff about safety. He offered tips and suggestions about how to best deal with an active shooter presence on campus. Wilton Cooper provided classroom safety training to the Tupelo childcare staff. He analyzed the layout of the center and suggested the best option for protection from an intruder.
- **Holly Kirk** and **Tina Gary** were members of the 2019-20 Hardin Scholars Program where early childhood educators meet and collaborate regularly while receiving continuing education credit for professional growth.
- **Dr. Laura Pannell** presented Conflict Management to ICC's resident assistants.

STUDENTS – Dr. Brad Boggs, Dean

- Presented the Violence Against Women Act, Clery Act, Gender-Based Misconduct Policy, reporting and Title IX information to all residence hall students – Fall 2019.
- Presented professional development sessions on both the Fulton and Tupelo campuses for **Everbridge** – Fall 2019 and Spring 2020.
- Presented professional development **sessions on mental health** – Fall 2019 and Spring 2020.
- Presented information to faculty and staff about severe weather preparedness and safe shelters for with their students and office staff during statewide **tornado drills** – Fall 2019 and Spring 2020.
- Presented **Campus Safety and Emergency Procedures** information to all residence hall students – Fall 2019.
 - Emergency procedures posters were placed in all classrooms and offices at all three locations to give students/employees quick access to emergency procedures and campus emergency phone numbers.

Fitness Center – Michelle Pruitt, Director

- Offered various fitness classes throughout the year for faculty, staff, students and the surrounding community.
- Offered self-defense classes throughout the year for faculty, staff, students and the surrounding community.
- Offered professional development sessions reviewing CPR and AED skills.
- Offered professional development sessions in CPR/AED certification to faculty and staff.

Housing – Dr. Chad Case, Director

- S.A.F.E. – Mrs. Lakesha Gamble with **S.A.F.E.** discussed the importance of avoiding/reporting domestic violence and what to do if individuals were put in that situation **at Sheffield Hall**, September 4, 2019.
- **Surviving College: Self Care 101** – Janna Coleman and Ashley Dickey spoke to the residents of **Sheffield Hall** on the importance of self-care and handling stress that is commonly prevalent during the holidays and exams.
- **Distracted and Impaired Driving Program** – The October 9, 2019 event was sponsored by the Housing office and the Mississippi Department of Public Safety. Officer Jason Roe presented the program, which was designed to bring awareness to the students about the dangers of distracted and impaired driving.
- **What You Need to Know About E-Cigarettes** – This event made students aware of the dangers of vaping and e-cigarettes as well as provided information about the health risks associated with e-cigarettes.
- **Mentally Strong** – Ashley Dickey, a therapist from the Wellness Centers of Tupelo and Oxford, presented this program to male residents to aid them in speaking freely about themselves. Men's mental health is a difficult subject to breach, and statistically, men account for the majority of the suicides in the United States. In 2016, the number of male suicides at ages 10-14 was 265 per year. From ages 15-25, that number jumped to 4,575. Statistics show that college-age students are far more likely to commit suicide. These facts were considered in presenting the program.

Campus Police – Ricky Brasel, Chief

- Prepared a report on door safety for all classrooms and offices at all locations.
- Evaluated each location and made recommendations for specific locations to add devices to help slow traffic down.
- Worked with the Belden administration to add radio communication throughout the building in the event of an emergency.
- Facilitated updates to radio equipment with the state MS-Winn radios which allows officers to communicate with each other as well as outside law enforcement agencies.
- Presented a professional development session for faculty and staff on what to look for in the physical and mental characteristics of an active shooter before it happens.

TECHNOLOGY

4a. Training On and Use Of Technology

4b. Maintain Adequate Technology

In Support of Attainment of Goals

The **Professional Development Committee** is dedicated to providing targeted professional development sessions based on needs as evidenced by institutional data. Members of the Professional Development committee for **2019-2020** include:

Armour	Janet	Director of Libraries
Bennett	Sherry	Instructor/Learning and Life Skills
Cappleman	Amy	Director of Strategic Planning and Institutional Effectiveness
Coleman	Allen	Director of Telecommunications and Information Services
Davis	Sherry	Academic Instructor
Emison	Barry	Dean of Career and Technical Instruction
Gillespie	Denise	Dean of eLearning Instruction
Haab	Melissa	Dean of Enrollment Services
Harris	John Wayne	Director of Projects and Energy Management System
Hughes	Stacey	eLearning Adviser and Lab Coordinator
Jones	Rilla	Dean of Health Science Instruction
Kennedy	Paige	Administrative Assistant for Instructional Services
Knight	Wilson	eLearning Development Coordinator
Lowder	Joe	Dean of Economic and Community Services
McCraw	Brandi	Instructional Coordinator
Miller	Mande	Director of Advising/Director of Tupelo Campus
Nichols	Diann	Assessment Coordinator
Senter	Andrea	AEOP President
Senter	Tim	Executive Director of Human Resources and Administration
Solomon	Bobby	Director of Admissions/Registrar
Sumerel	Michelle	Vice President of Instructional Services, Chair

Professional Development topics on Technology for 2019-2020 included:

Online Offerings	Live Offerings
<p>Using the Smartboard</p> <p>Microsoft Word 2013</p> <p>Microsoft Outlook 2013</p> <p>Microsoft Excel 2013</p> <p>Web Browsers</p> <p>Basic Canvas for Online Instructors</p> <p>Comprehensive Canvas</p> <p>STARLINK - Evaluating Web Resources</p> <p>STARLINK - Hot Topics - Working with Students with Autism in the Classroom</p> <p>STARLINK - Accommodating Students with Disabilities Online</p> <p>STARLINK - ADA Compliance</p> <p>STARLINK - Communication Strategies: Collaborating, Not Colliding with the Four Generations Generational Guru</p> <p>STARLINK - Gender Bias in Student Evaluations</p> <p>STARLINK - Hot Topics: Be Fit for Stress</p> <p>STARLINK - Hot Topics: Student Engagement-Connective Instruction</p> <p>STARLINK - Hot Topics: Top Apps for Teaching Success</p> <p>STARLINK - How Do I Create a Unique Presentation?</p> <p>Films on Demand Database Orientation</p>	<p>iPad & Apple TV 101</p> <p>Staying Alive: The Basics</p> <p>Technology in the Classroom</p> <p>Advanced iPad</p> <p>The Sound of Books & Movies: An LRC Orientation</p> <p>Troubleshooting for Canvas, RedShelf, Pearson</p> <p>Overview of SmarterProctoring, ProctorU, and eLearning Testing Processes</p> <p>Sherpath Training for Associate Degree Nursing Faculty</p> <p>Uncover#MorethanJustBooks at Your Tupelo LRC</p> <p>Overview of New Health Science Application Management System</p> <p>College Life 7.0</p> <p>#GetInvolvedICC: Student Involvement at ICC</p> <p>Travel WOW: The Past, The Present, The Future</p> <p>Using TurnItIn as an Anti-Plagiarism Tool</p> <p>Back to Basics for Successful Academic Advising</p> <p>Essential Skills of Business Communication</p> <p>Campus Safety and Emergency Procedures</p> <p>Open Enrollment and Insurance Updates</p> <p>Technology Roundtable</p> <p>Microsoft Excel for the Workplace</p> <p>Customer Service</p>

COMMUNITY RELATIONS – Nina Strother, Director

- In partnership with TIS, improved the events calendar on the www.iccms.edu website to a more user-friendly, sortable user experience and updated the mobile app.
- In partnership with TIS and eLearning Instruction, the eLearning portion of the website was updated.
- Community Relations assumed responsibility for the website and is making changes as needed in real time.
- In partnership with recruiting, Community Relations and TIS updated the apply.iccms.edu website.
- Canva was introduced to the faculty and staff as a free, Web- and mobile-based, user-friendly template and design application that allows users to drag and drop content to create digital print-ready graphics. This allows for quicker, easier internal communication at the College for instructors, staff and students.
- **Nina Strother** presented “Working with CR: An Introduction to Canva and Flexible Proofing” at all three of ICC’s locations as a free professional development session available to all employees.
- A Workforce Development grant allocated funds for purchase of upgraded computers and 4k video equipment to produce in-house, high-resolution content.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

Staffing, Tours and Communications

- Implemented the CRM system for automation of communications and improvement of tracking.

FINANCE – Sandi South, Executive Director

Telecommunications and Information Services – Allen Coleman, Director

- Partnered with Enrollment Services to implement the CRM package.
- Installed new datacenter in the Academic and Student Center on the Tupelo Campus.
- Launched new virtual desktop infrastructure for employees and students.

HUMAN RESOURCES AND ADMINISTRATION – Tim Senter, Executive Director

Human Resources

- Implemented a new enrollment software (Employee Navigator) that houses all cafeteria plan offerings used by all full-time employees during open enrollment and each new hire at the point of employment.
- Implemented an electronic method to auction college equipment and materials.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

- Televisions have been purchased with instruction/supplemental instruction resources.

Academic Division, Computer Science – Delores Tull, Division Chair

- **Bradley Howard, Delores Tull** and **Tammy Foster** created and presented training sessions on “Microsoft Office 2019” for faculty professional development in both Fall 2019 and Spring 2020.
- **Tammy Foster** attended the 2020 Creating Futures Through Technology Conference.

Academic Division, Learning and Life Skills – Dr. Bronson Prochaska, Division Chair

- Incorporated the use of a free online application, Mind Tap, in all LLS 1152 - College Life courses. Mind Tap is inclusive of the eBook utilized in LLS 1152 - College Life courses with the intent to enhance class participation and engage students in self-reflection exercises.
- **Sherry Bennett** created a professional development session, “Canvas Training for Traditional Instructors” in the spring of 2019.

Academic Division, Mathematics – Rob Francis, Division Chair

- **Rob Francis** provided iPads and Apple TVs for all teachers and installed 75” flat screen TVs for math rooms in the Purvis Center at the Tupelo Campus.
- **Justin Spencer** assisted the Tupelo Mathematics faculty with the integration of their iPads into their classrooms by presenting a tutorial on the both Desmos and Notability apps.

Academic Division, Natural Science – Dr. Jada Mills, Division Chair

- Anatomy and Physiology, General Biology, Chemistry and Physics courses utilize Mastering in Pearson. This technology allows students to supplement lectures by accessing multiple study areas and quizzes to learn material.
- **Beth Campbell, Sherry Davis, Dr. Jada Mills, Nicole Pearce, Chad Roberson** and **Tim Ross** attended training on Pearson: Mastering and Learning Catalytics. This new technology allows different ways to enhance student learning while using iPads or mobile devices.

- **Carrie Boykin, Beth Campbell, Jason Campbell, Sherry Davis, Brady Garrett, Dr. Jada Mills, Michelle Milner, Lindsey Patterson, Nicole Pearce, Chad Roberson, Tim Ross and Marla Ruth** attended Partner Integration Setup with Pearson and RedShelf Zoom group training.

eLearning Instruction – Denise Gillespie, Dean

- **Wilson Knight**: Collaboratively developed the concept and framework (with **Jake Hartfield, Mande Miller, Dr. Melissa Haab, Carla Rose Garrett** and **Michael Holloway**) for an eOrientation for incoming Students at ICC. This project is ongoing with a target implementation date of summer 2020. This will increase opportunities for adult, nontraditional/adult learners and online students to attend orientation on more flexible terms. The orientation will be hosted through Arrow Academy.
- **Wilson Knight** collaborated with Workforce personnel to develop a hybrid Forklift Operator training course with a target implementation goal for late spring 2020. This course will be offered through Arrow Academy and will be ICC's first "paid" course to be offered there.
- **Tequila Sunrise** created a professional development course designed to assist the traditional instructor with basic tasks in Canvas.
- **Tequila Sunrise** serves as chair of the MSVCC Instructional Technology committee to research and talk with vendors regarding technology in online courses.
- **Wilson Knight** led professional development training sessions on Canvas Gradebook and Analytics, Meaningful Feedback Using Audio/Video Features in Canvas, Integrating Dynamic Course Content in Canvas and FERPA Basics.
- Planned, developed, designed and implemented **Arrow Academy**, ICC's online hub for professional development and public, non-credit offerings. This site is facilitated through Canvas Catalog.
- **Wilson Knight** coordinated and implemented with the Business office the integration of an online payment processor to be used with Arrow Academy to allow ICC to accept payments for courses offered there. As of January 23, 2020, ICC is the first community college in the state to fully-implement the payment processor function within Canvas Catalog.

Strategic Planning and Institutional Effectiveness – Amy Cappleman, Director

- **Diann Nichols** published professional development sessions for ICC employees in Canvas on "Student Learning Outcome Data Entry" and "SEI Frequently Asked Questions."